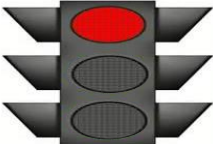



# School Field Trip Attendance Zoo

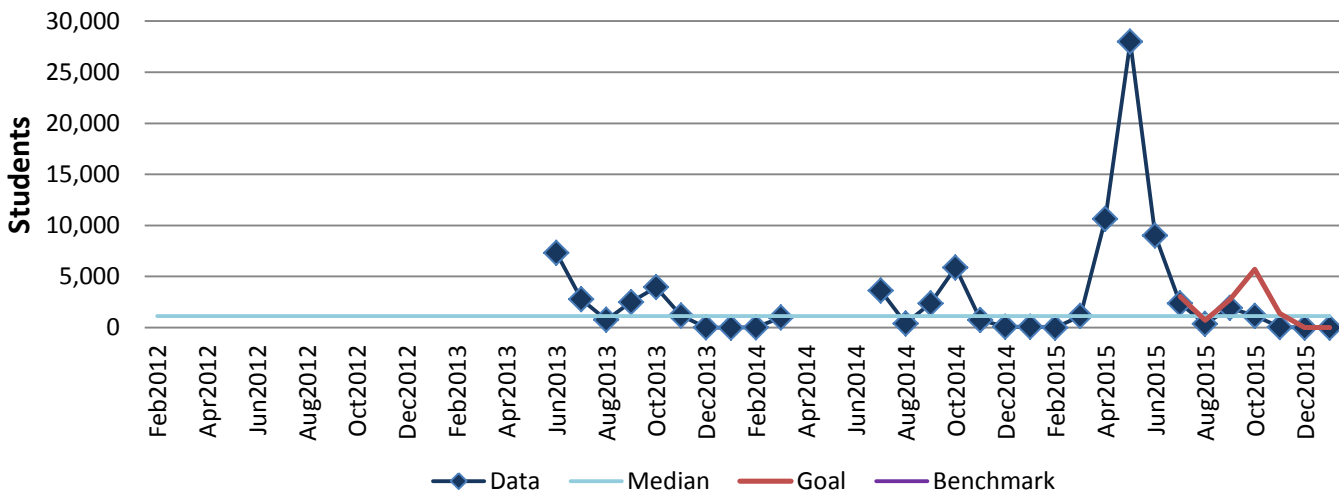


KPI Owner: Kimberly Allgeier

Process: Education

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: 61,984 guests, FY 15 Goal: Increase Zoo Group Attendance       Benchmark: TBD		Data Source: Zoo Attendance Report  Goal Source: TBD   Benchmark Source: TBD	Plan-Do-Check-Act Step is Unclear  Measurement Method: The number of school group attendees per month who visited the Zoo.   Why Measure: Encourages a sense of responsibility for animal & plant life Next Improvement Step: Developing a new set of programs and fieldtrip guides for schools. Updating forms for schools to improve communication.		
How Are We Doing?					
Feb2015-Jan2016 7 Month Goal	Feb2015-Jan2016 7 Month Actual		Jan2016 Goal	Jan2016 Actual	
13,570	5,869		0	0	
Students	Students		Students	Students	

## School Field Trip Attendance



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.